

The embodiments of the invention in which an exclusive property or privilege is claimed are defined as follows:

1. A system for providing solution and training program for a user of an organization to promote engineer capability of issue solutions comprises:

an expert system processing requests transmitted by a user to perform analyzing and judging functions for retrieving solutions and tools for said user;

a training center for storing training materials and programs, responsive to said expert system to provide some suitable training materials and programs for said user;

a solution model database for storing solution models, responsive to analyses and judgements of said expert system to provide some solution models for said user, thereby increasing the capability of solving problem of said user;

a technical document center for storing technical literatures, responsive to controls of said expert system to provide some data to said user; and

an engineer query system coupled to said expert system for providing said user to search any process data and information.

2. The system of claim 1, wherein said training materials of said training center comprise manufacturing processes, technical backgrounds, machine data and operating manuals.

3. The system of claim 1, wherein further comprises an action request from management system coupled to said expert system, responsive to action requests of management departments to provide suitable solutions to said user, thereby reducing the cost to debug and improving the capability of said user to solve any process issue.

4. The system of claim 3, wherein said action request from management system further comprises an excursion

management database to store past extraordinary matters and related solutions.

5. The system of claim 3, wherein further comprises a project management system responsive to said expert system to generate new action solutions by integrating the principles and methods therein when there is no suitable action solutions for said user.

6. The system of claim 5, wherein said new action solutions is then updated and stored in said project management system and fed to said technical document center under controls of said expert system.

7. The system of claim 1, wherein further comprises a chronic yield loss report system coupled to said expert system to analyze levels of manufacture quality and then generate analysis reports to illustrate throughputs, yields, specifications and parameters of products.

8. The system of claim 7, wherein said chronic yield loss report system is connected to a customer service unit to provide said throughputs, yields, specifications and parameters according to requests of customers.

9. The system of claim 7, wherein said chronic yield loss report system further comprises an action request from the customer system to maintain the records of customer services and details of service procedures.

10. The system of claim 9, wherein further comprises a project management system responsive to said expert system to generate new action solutions by integrating the principles and methods therein when there is no suitable action solutions for said user.

11. The system of claim 1, wherein further a customer presentation material database coupled to said expert system to provide materials of exhibitions and reports according to requests of customers.

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